# Tennessee T-Mobile FAQs

**1) How does a district enroll in the program?**

All Tennessee districts are eligible, including those who participated in Years 1, 2 and 3 for the 2020-2023 school years. To start the process, visit the [T-Mobile Tech for TN Students](#) webpage for additional information.

**2) How will my district receive devices?**

After successfully completing the application, contract, and award/planning meeting, the devices will be shipped to districts by T-Mobile. The total expected time from application completion to receipt of devices is two weeks.

**3) How can the Project 10 Million program be used to impact student achievement?**

Supporting student connectivity can help maximize instructional outcomes by offering educators dynamic ways to present information and heighten student engagement beyond the classroom. Connected devices can be leveraged for uses in alignment with district initiatives such as 1:1 Device Implementation, Extended Learning Experiences; STEM/STEAM programs; Dual-Credit; Credit Recovery; Career and College Readiness Programs; Medical Home Bound.

**4) How many devices does my district have allocated for the 2023-24 school year?**

The number of devices allocated to each district is determined by economic factors including the amount of Title 1 schools, distressed county designations, and National School Lunch Program eligibility rates. Devices will be reserved for each district based on the calculation of these criteria.

**5) Can our district apply for Year 4 if we were awarded devices in a previous cycle?**

Yes, each year participating school districts are eligible to receive a new device allocation to provide high-speed connectivity to qualifying student households that were not supported in previous cycles.

**6) What should I do if my charter school is not listed on the FY 23 Device Allocations list?**

Contact your district Technology Director contact or district School Nutrition Supervisor for further support. Some charter schools do not fall within their School Food Authority and will have to apply for the program independently.

**7)  Does T-Mobile have programs that support Teachers, like the Project 10 Million program that supports students?**

Yes, T-Mobile for Education offers an exclusive program that provides school district employees with discounted service rates and data access. To learn more about this program, email TN.support@T-Mobile.com and notate the Subject Line, "Support Our Teachers". Upon receipt of this email, a T-Mobile advocate will reach out and discuss the support process.

Please refer to the T-Mobile Coverage Map to see the service area and estimated signal strength. Coverage updates are frequently made, please continue to check for expanded coverage areas.

**8)  Which device models are given to schools?**

As of July 11, 2022, Franklin T9, Franklin T10, Wingtech, and Alcatel LinkZone 2 are provided as part of this program.

**9)  Do the devices meet CIPA compliance for filtering?**

Yes, devices meet CIPA compliance requirements for filtering using the TitanHQ WebTitan solution. WebTitan uses Advanced DNS Web Filter With Real-Time Malicious Threat Detection and DNS web categorizations. All devices are automatically enrolled in this protection.

**10) What are the district's next steps after applying?**

A T-Mobile education team member will be in contact with the district representative to schedule an award/planning meeting. Districts will need to be prepared to provide the following items:

- Tax ID and exemption paperwork for account creation
- School's 9-digit EIN if not on tax-exempt paperwork or W9
- Billing contact information (address, name, email, and phone)
- Name, title, and email address for the Authorized Contract Signer
- Shipping address for the hotspots
- 6 Digit PIN (created by district) to access your newly created account
- Collect and send student IDs (T-Mobile representative will provide additional details)